



PLAIN TALK

How to maintain accurate Personnel Records

The partnership of Sailor, command, and PSD/CSD ensures that accurate personnel records are available when reviewed for advancement determination, selection for retention or special programs, and/or assignment to Navy jobs. Sailors must take necessary actions to verify their records are current, accurate and complete. Command leaders, in coordination with the supporting PSD/CSD, should use resources identified in this user aid to assist Sailors in their effort.

Step 1: View and verify Navy Personnel Records

Sailors must closely monitor their records and routinely verify that their career achievements are documented properly. When necessary, Sailors coordinate with their CPC and Personnel Office or personnel support organization to update missing or inaccurate information.

- **Electronic Service Record (ESR)** – displays personnel and career data entered into the Navy Standard Integrated Personnel System (NSIPS). At reenlistment and separation, personnel information is printed and submitted for permanent retention in OMPF. Access ESR via NSIPS: <https://nsipsprod.nmci.navy.mil/nsipscl/jsp/index.jsp>.
- **Official Military Personnel File (OMPF)** – specific OMPF documents are reviewed by Enlisted Selection Boards when making advancement determinations. Access OMPF via BUPERS Online: <https://www.bol.navy.mil>.
- **Performance Summary Report (PSR)** – displays performance evaluation and fitness report results, along with the reporting senior's cumulative average. Access PSR via BUPERS Online: <https://www.bol.navy.mil>.
- Officers also should verify documentation in their **Officer Summary Report (OSR)**. Access OSR via BUPERS Online: <https://www.bol.navy.mil>.

Sailors should download the "Personnel Records Review" user aid from the NPC [Career Toolbox](#) website, then conduct a step-by-step inventory of their ESR and OMPF. The user aid contains detailed guidance for what records and information should be displayed and what steps must be taken if information is missing or in error.

Additionally, Sailors and command personnel support specialists should use Personnel Standard Operating Procedures (SOPs) when performing transactions such as reenlistment, separation or retirement to ensure required data is available to support benefits determination.

Step 2: Use Personnel Standard Operating Procedures (SOPs)

Personnel SOPs provide a common (standardized) process for successful completion of transactions Navy-wide. Accurate Navy personnel records result from standardized processes that include the Sailor, his or her command, and the command's designated personnel support organization. Effective 23 FEB 2015, all Navy commands are directed to use online Standard Operating Procedures (SOPs) to perform Sailor personnel transactions. See [NAVADMIN 231513Z FEB 15](#).

NOTE: You must have an iNAVY account to access the Manpower, Personnel, Training and Education (MPTE) Portal on which the SOPs reside. You may self-register via the Web Registration portal located at <https://inavy.accessrequest.portal.navy.mil>. See page 4 for additional information.

SOPs provide transparency into common personnel transactions for all stakeholders and are an important reference and resource for command leaders and personnel.

- SOPs begin and end with the Sailor, linking users – including command leadership, CPC, CCC, Clerk, Supervisor, etc. – to references, forms, online resources, user aids and help.
- Detailed steps, supported by a process flow diagram, provide all participants complete transparency into required actions for each user role.

- Every SOP can be “filtered” by user role, facilitating efficient performance of tasks.
- Every SOP can be printed in its entirety, by individual page, or by individual user role.
- You must verify that printed SOPs are current, using the revision date located at the top of every online SOP version. Obtain a monthly report of SOP changes and updates from the MPTE Portal, PERS 2 website at <https://mpte.navy.deps.mil/sites/npc/pers2/SitePages/Home.aspx>. Or request your TYCOM N1 provide monthly updates via email to your command.

Access SOPs and supporting resources via the MPTE Portal: <https://mpte.navy.deps.mil/sites/npc/pers2/SitePages/Home.aspx>.

- For access issues that may be unique to your command or geographic area, notify your TYCOM N1 POC (copy N1 Fleet Introduction Team: elizabeth.mcgrath@navy.mil).
- You must login to the MPTE or iNAVY Portal frequently to avoid your account being deleted after 30 days of non-use.

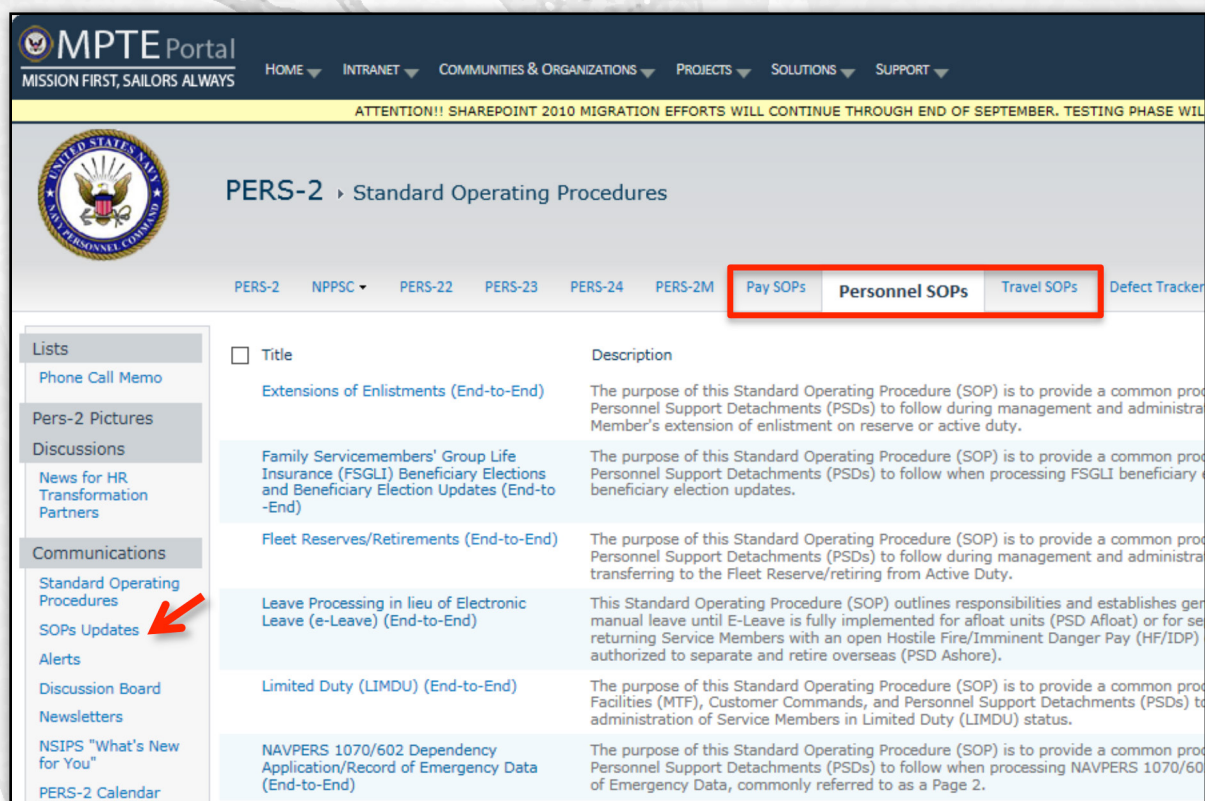


Illustration 1: MPTE Portal Standard Operating Procedures website

Step 3: Use Navy Personnel Command (NPC) resources

NPC offers two website communities with extensive resources helping Sailors administer and manage their personnel records. Both are accessed via quicklinks on the NPC homepage. Go to the NPC homepage at <http://www.public.navy.mil/bupers-npc/Pages/default.aspx>. On the left, find **Career Links** and then select the desired community (see Illustration 2 on the next page).

- **NPC > Career Toolbox.** This community provides resources for Sailors, Career Counselors, and Command Leaders. Of particular importance are two user aids that enable a thorough review of OMPF and ESR:

1. **Personnel Records Review** – MS Word document leading users through a step-by-step inventory of OMPF and ESR, an activity critical to every Sailor’s career.
2. **Review Your OMPF and ESR** – MS Powerpoint brief supports command training programs.

Access the NPC Career Toolbox website directly: <http://www.public.navy.mil/bupers-npc/career/toolbox/Pages/default2.aspx>.

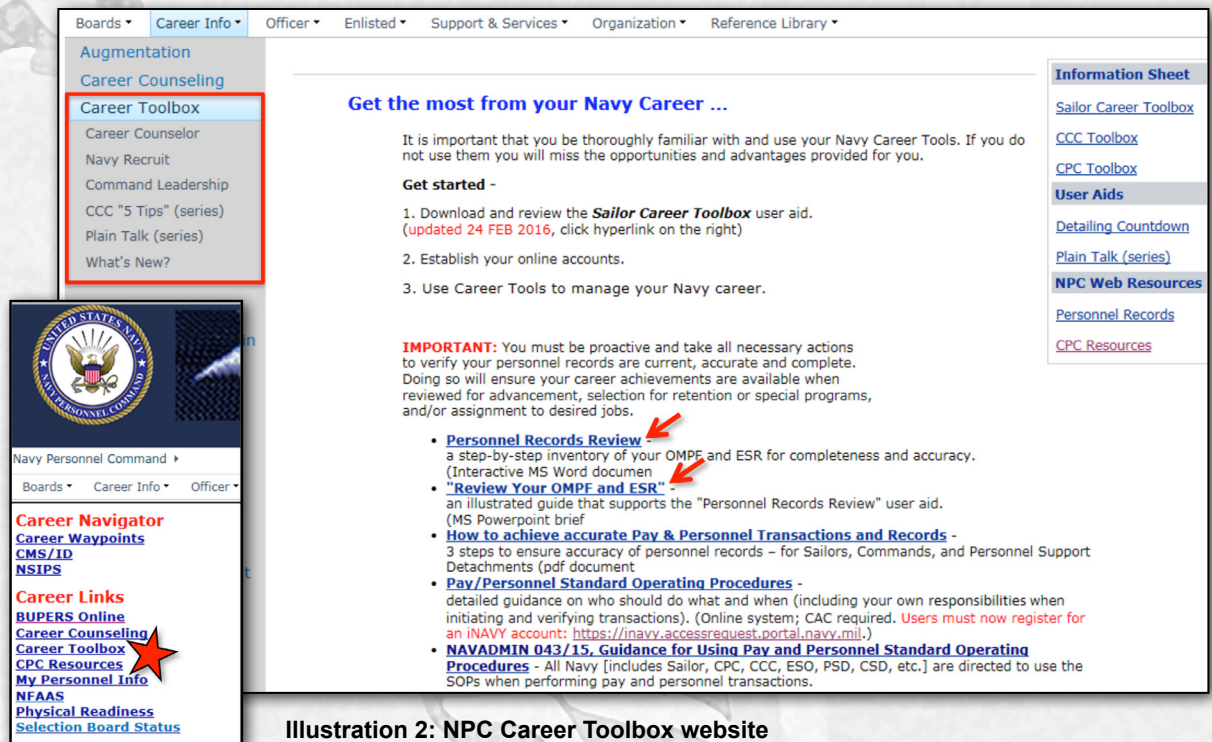


Illustration 2: NPC Career Toolbox website

- ❑ **NPC > CPC Resources.** This community provides extensive policy information and resources organized to help the Command PASS Coordinator (CPC) initiate, execute and/or support personnel transactions on behalf of command personnel. Look for the following:
1. **Standard Operating Procedures (SOPs)** – online, interactive resource providing step-by-step direction, starting with the Sailor and including the CPC, CCC, PSD Clerk, and other stakeholders, as appropriate.
 2. **MILPERSMAN 1000-021** – defines minimum requirements for the appointment of a CPC and basic responsibilities of supported commands, supporting PSD/CSD and CPCs.
 3. **CPC Toolbox** – Adobe document that can be downloaded and used by the CPC to obtain user account and access to systems required to perform designated tasks.

Access the CPC Resources website directly:

<http://www.public.navy.mil/BUPERS-NPC/SUPPORT/PAYPERS/CPCRESOURCES/Pages/default2.aspx>.

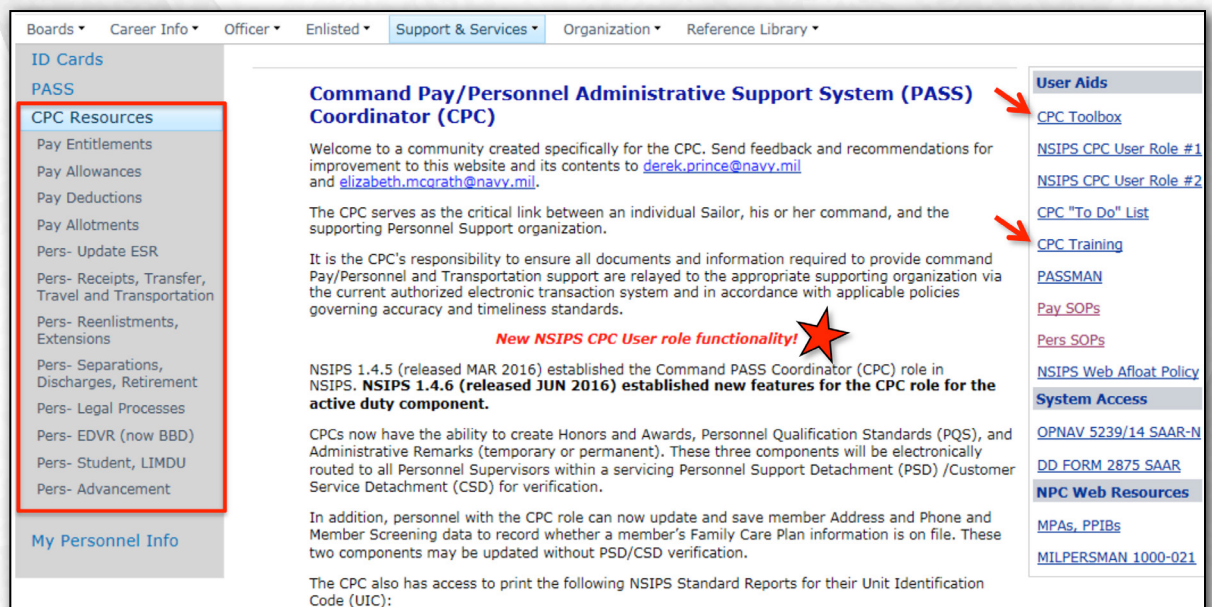


Illustration 3: NPC CPC Resources website

IMPORTANT Notes

- ☐ Since early 2011, PQS documented in RADM and ASM has NOT been recorded in the NSIPS ESR and has NOT been printed on documents submitted to OMPF.
 - In mid-2016, this issue was resolved and you should now see your achievements documented in your ESR.
 - However, when preparing for Selection Board Review, for all significant achievements not reflected in OMPF, be certain to print RADM, ASM and ETJ documents, highlight your significant achievements with a black star or arrow, and enclose with your Letter to the Board.
- ☐ You must have an iNAVY account to access the MPTE Portal where the SOPs reside. You may self-register for an iNAVY account using the automated Web Registration portal located at <https://inavy.accessrequest.portal.navy.mil>.
 - Make sure to have your CAC inserted into your workstation.
 - Once you have entered your user registration information, you will be asked to select your command sponsor. Your sponsor is "MPTE." Once MPTE is selected, you will have the option to select your UIC. If you do not see your command's UIC, select NPC or BUPERS.
 - When you have submitted your registration, the system will display a confirmation page showing that your request has been submitted.
 - Following successful registration, the authorized approver for your command will be notified to begin reviewing and approving your request.
 - Allow up to two (2) business days for your access request to be processed. You can view your status at any time using the iNAVY User Dashboard.
- ☐ You may view instructions for establishing an iNAVY account and access to the MPTE Portal:
 - iNAVY User Guide: [https://inavy.portal.navy.mil/Support/Documentation/iNAVY_Web_Registration - Users_Guide.pdf](https://inavy.portal.navy.mil/Support/Documentation/iNAVY_Web_Registration_-_Users_Guide.pdf).
- ☐ Contact NAVY 311 for technical assistance with iNAVY or the MPTE Portal (available 24/7).
 - 1-855-NAVY311 (1-855-628-9311) or Navy311@navy.mil.
- ☐ Personnel references include: OPNAVINST 1000.23 (series), Pay and Personnel Administrative Support System (PASS) Management Manual; and MILPERSMAN 1001-021, Command PASS Coordinator (CPC).